

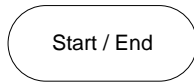
User Interface Call flow

Union Bank of India

Document Version 1.8

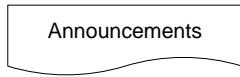
Date: 21-September-2018

Call Flow conventions



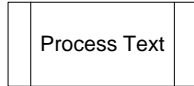
Start / End

This shape represents the Start or End of the IVR Application



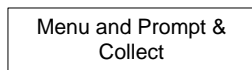
Announcements

This shape represents the message announcements. This also represents an assignment statement which shall set a variable or a flag in the program.



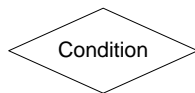
Process Text

Process represents any process like collecting data, assignment statement etc. These essentially happens in the background and transparent to the caller



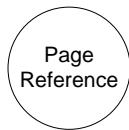
Menu and Prompt &
Collect

This shape represents the Menu option, the same shape also represents the collection of a string of digits (prompt and collect option).

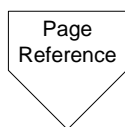


Condition

This shape represents a condition on which a decision is made to chose a branch in the call flow. It can be based on the input provided by the caller or the result from some external processor a database operation.



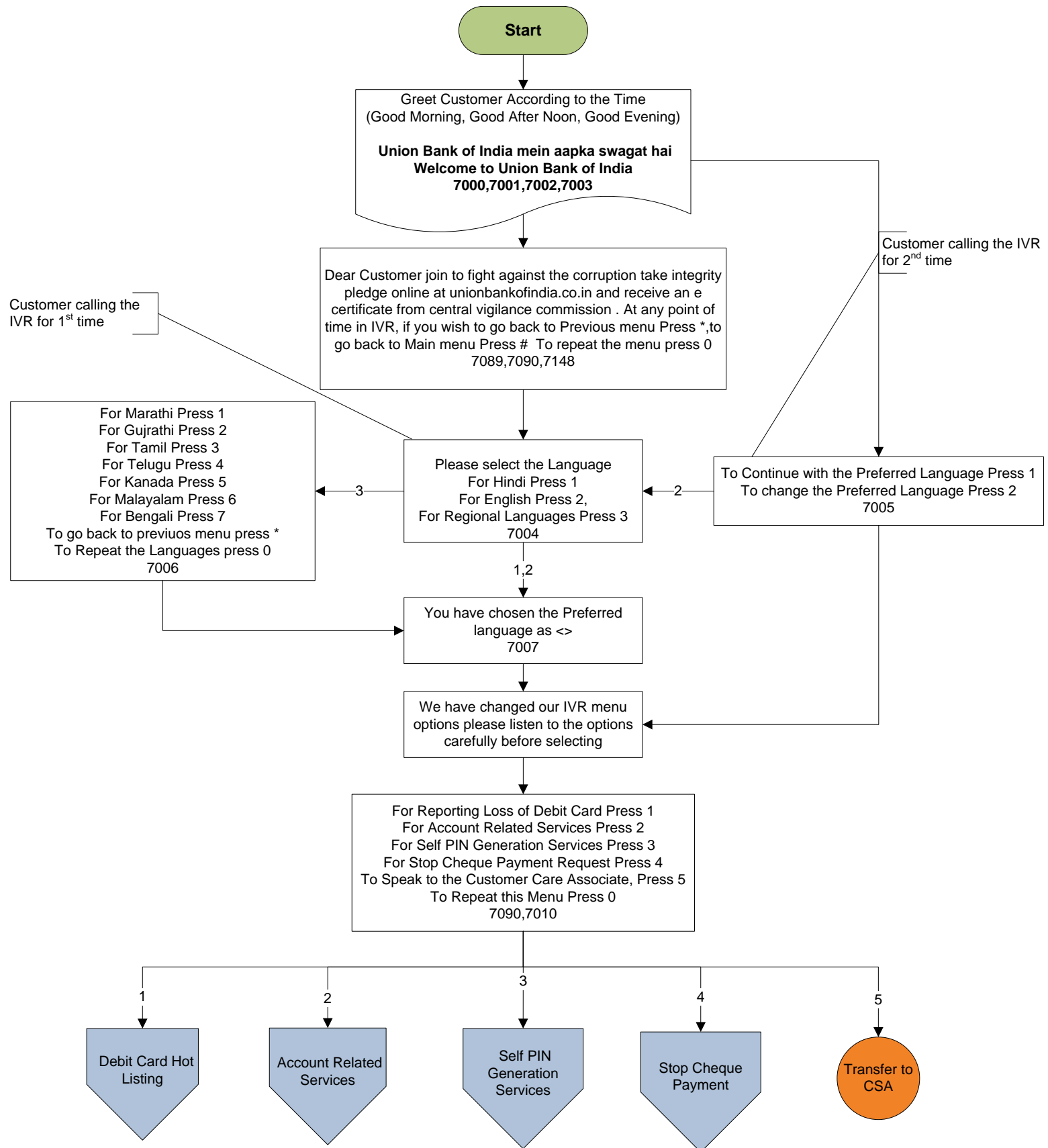
Page
Reference

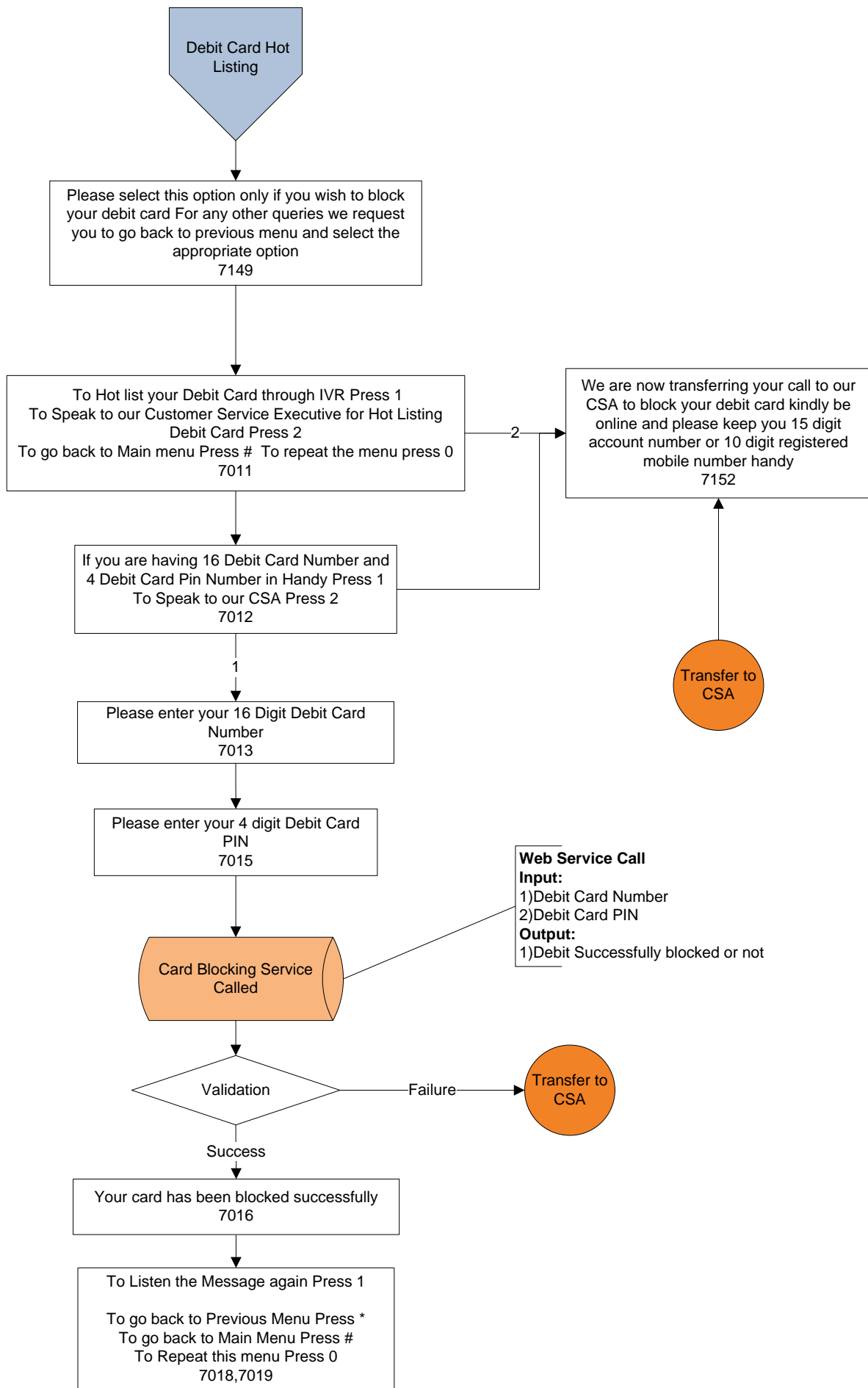


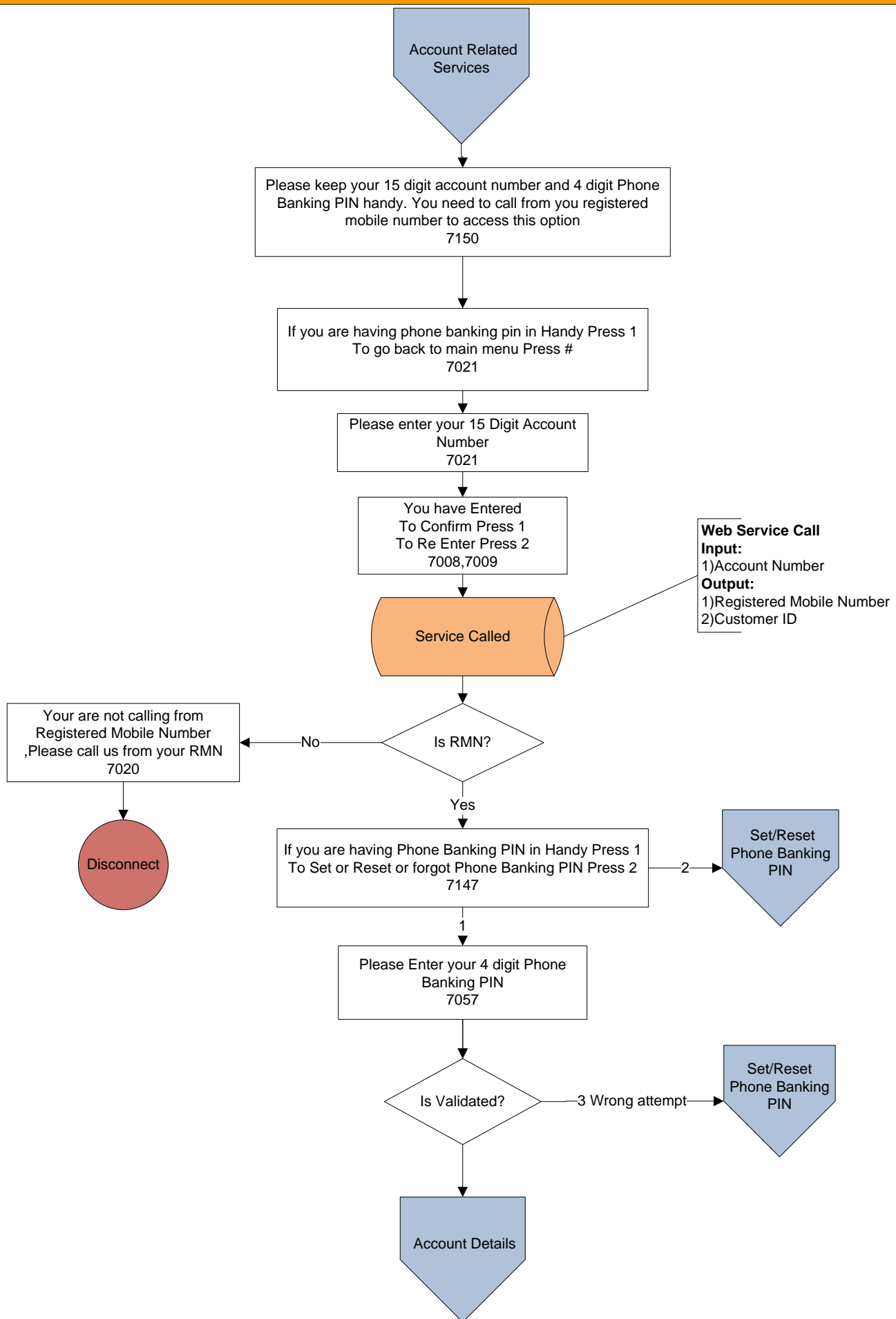
Page
Reference

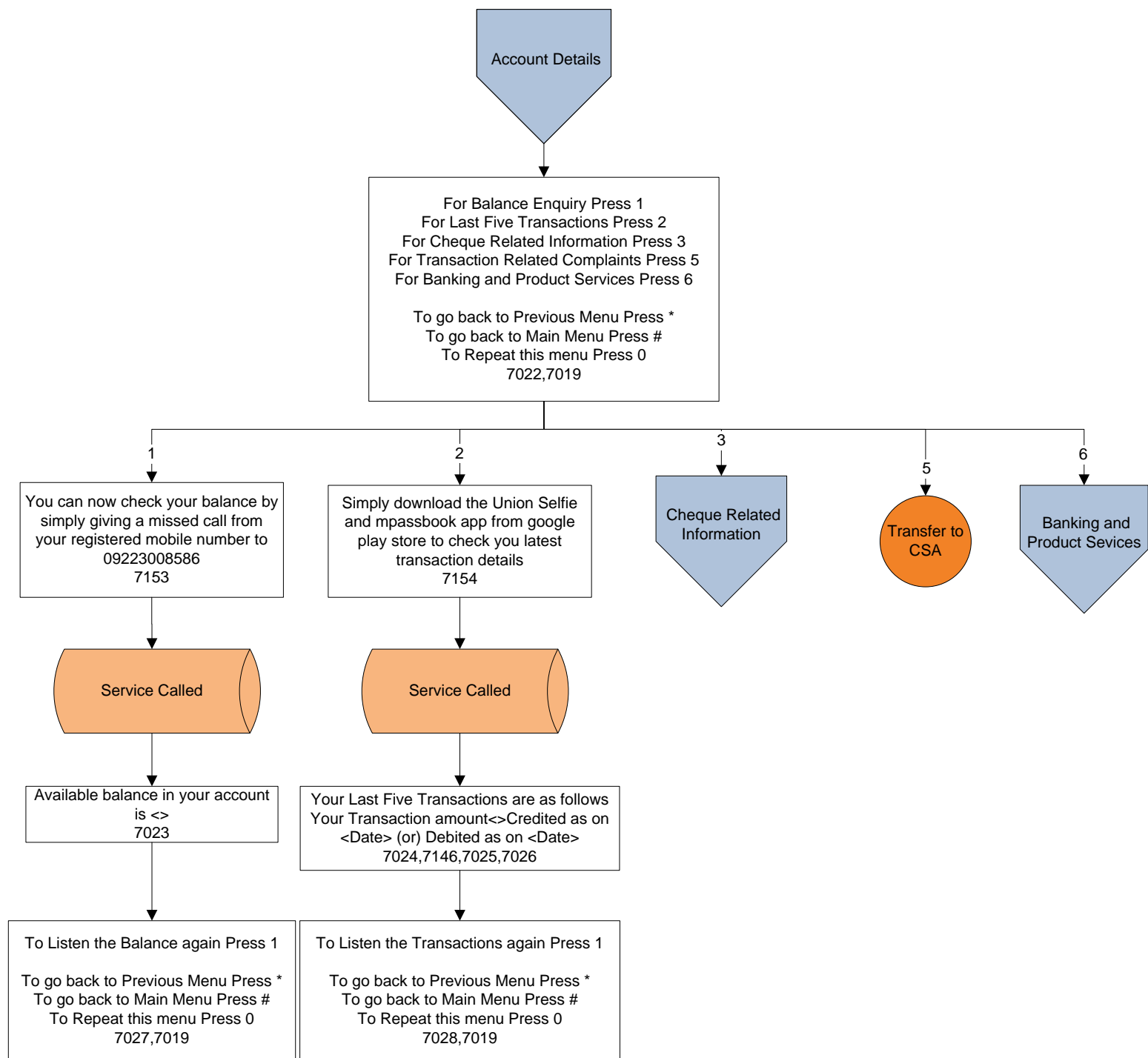
This shape is a page connector which means the continuation of the flow in a same or another page.

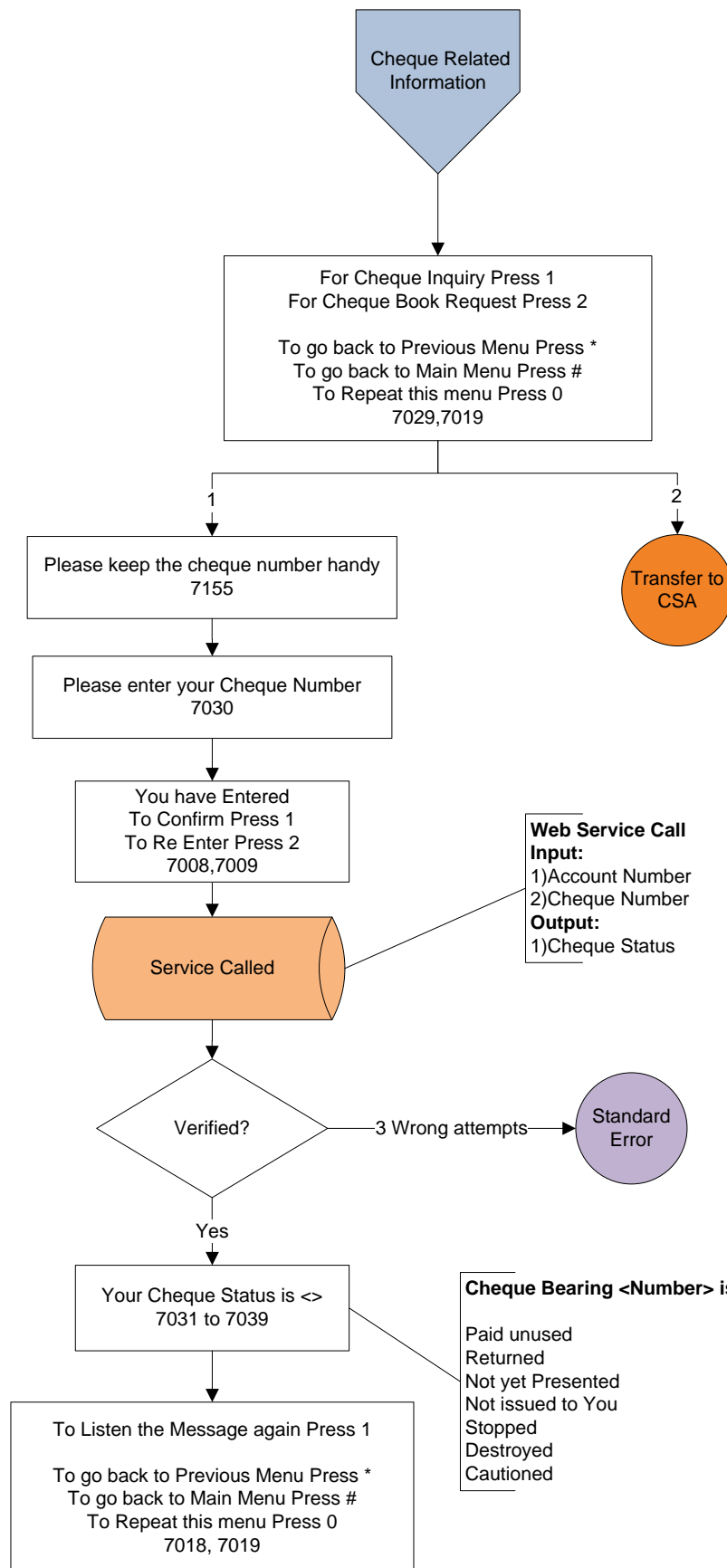
- Maximum number of tries given to callers : 3
- No Input timeout: 3 seconds
- Enter digit time out: 3 seconds

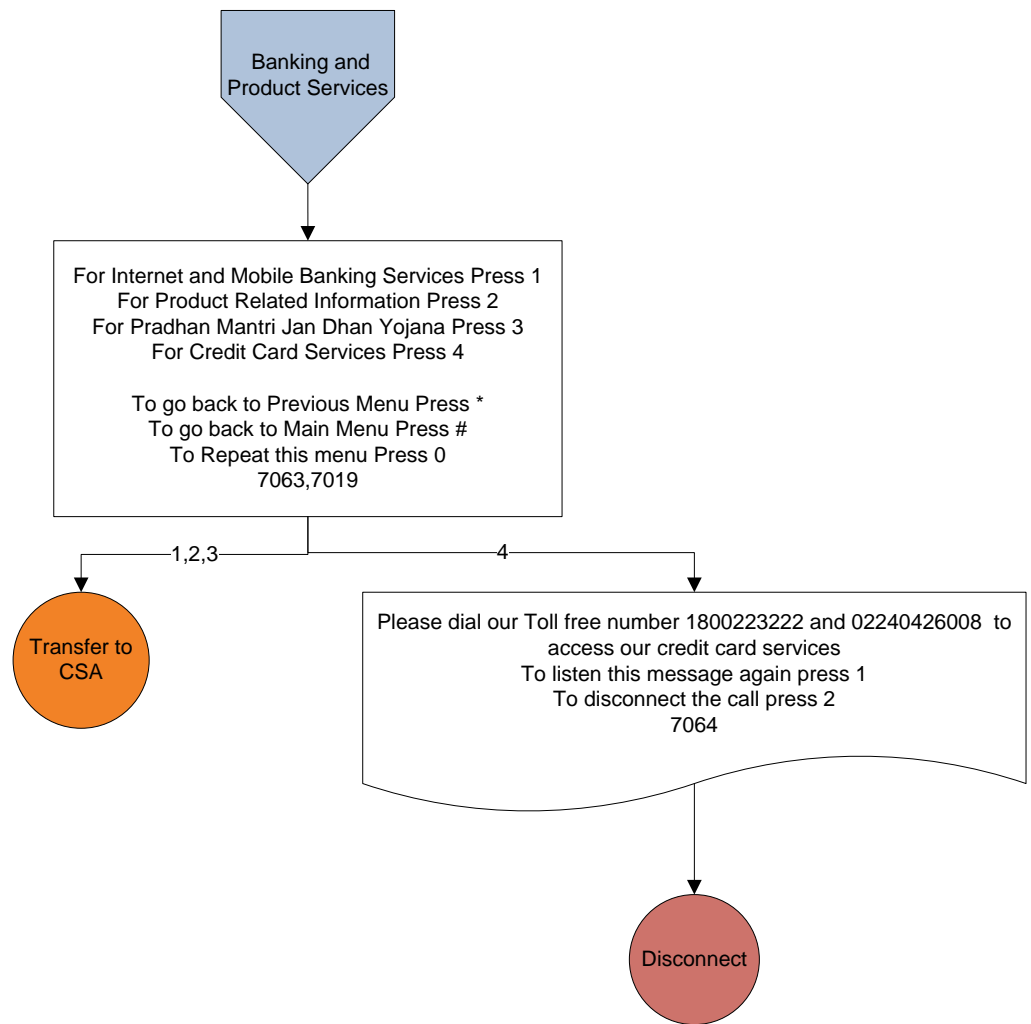


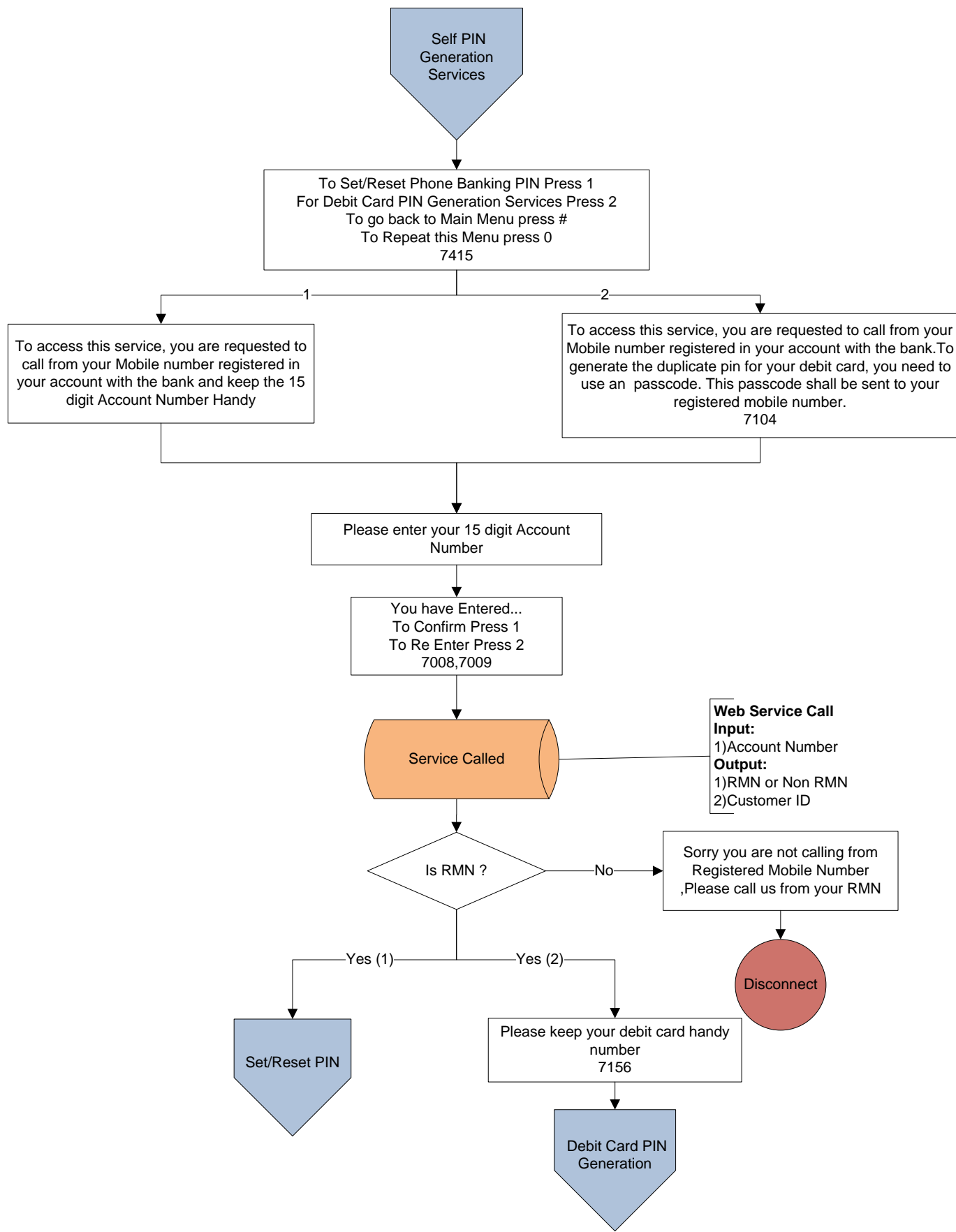


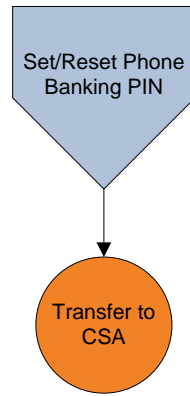




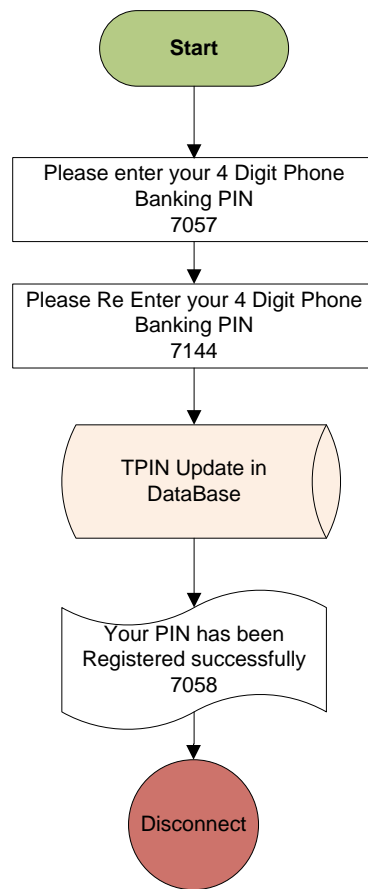


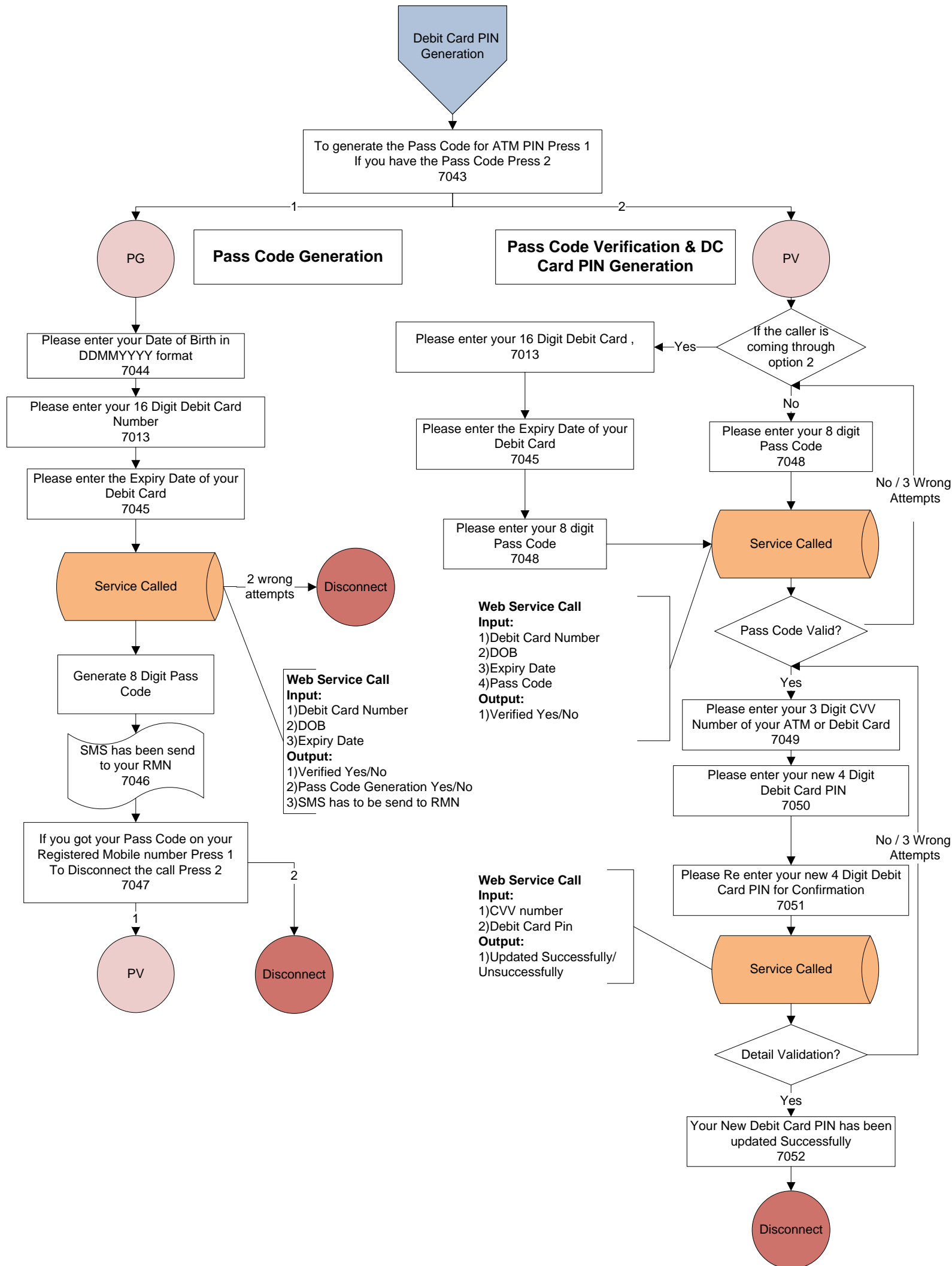


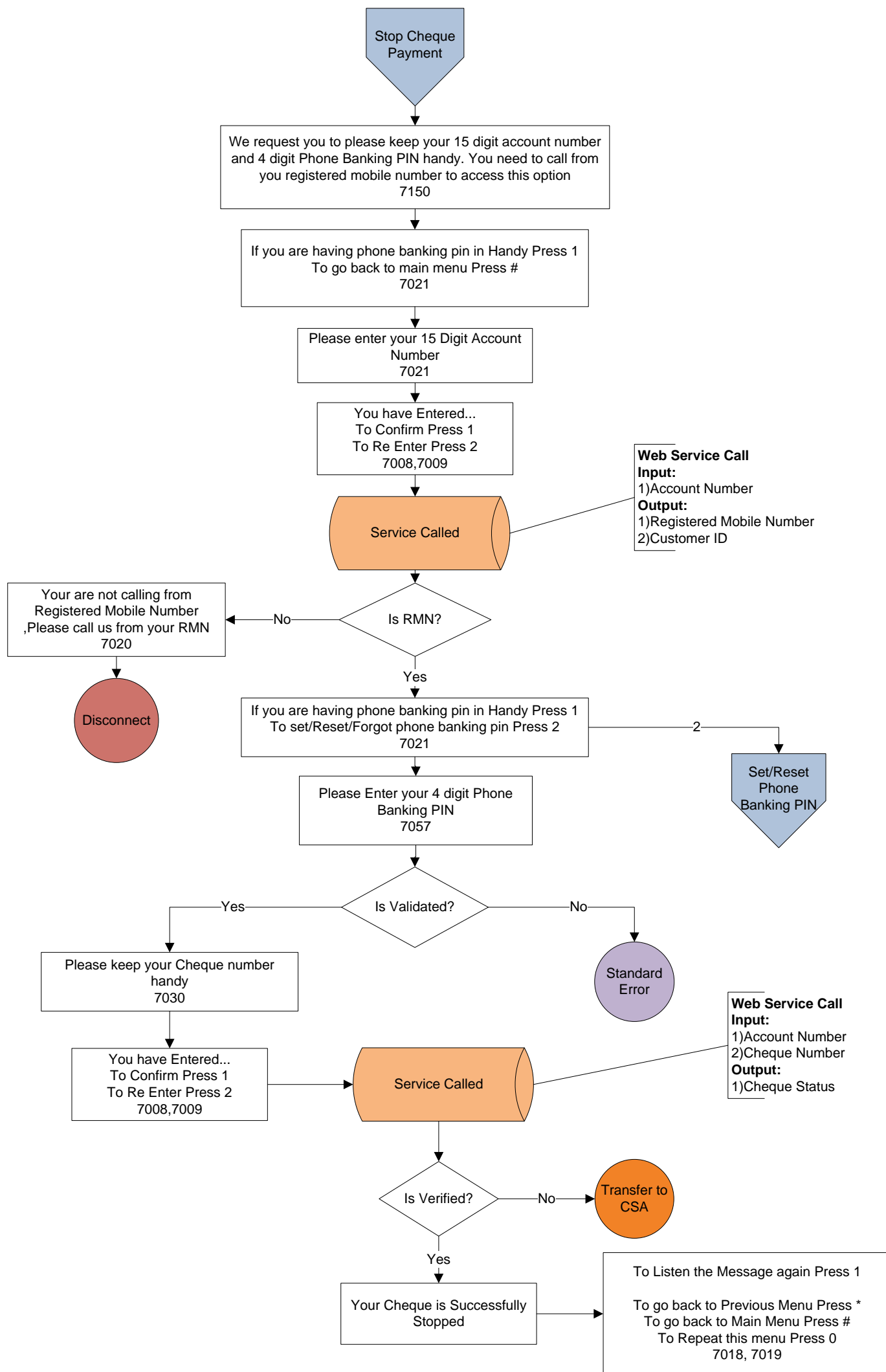




Conference with Agent







For UBI Employees to Connect to the Call Center

022-25710699

Please enter your Branch 5 digit
SOL ID
7055

Option I

SOL ID will get validated through Data Base

Transfer to
CSA

Note:

SOL ID will passed to the Agent
through CTI

